



Case study:

Bourton Meadow Academy

The Background:

Bourton Meadow Academy combines an outstanding primary school with a pre-school nursery provision for three to four year olds. They achieve the rare distinction of combining academic excellence with a wealth of practical experience and extra-curricular opportunities so that each child is stimulated, educated and developed to their full potential.

The nursery at Bourton Meadow Academy provides a great introduction to school life for children from their third birthday.

The challenge:

Bourton Meadow Academy uses a unique booking system for children in their care, and felt this wasn't being met by its existing provider. It challenged Connect Childcare to adapt its software to accommodate their requirements.

Sarah Joubert, Bourton Meadow Academy Office Manager, said:

“Our existing system was creating more and more work for our staff – our invoices weren't flexible and as a result, they were always incorrect. They only showed the amount being billed, not a breakdown of the days and hours that were being charged so we couldn't identify the inaccuracies easily.

The system we were using wasn't bespoke so we had to manually input any funding we receive for the different clubs we run, which was really time consuming.

We dreaded invoice day because we knew there would be mistakes each month but the customer service we received from our existing provider was non-existent so we couldn't access support from them.”



The Solution:

After speaking to Connect Childcare's customer service team, the management at Bourton Meadow were impressed with their outstanding commitment to customer satisfaction. Sarah said:

“The Connect customer service team always find a way around our tricky problems and we know they will deal with our calls and enquiries in a friendly and efficient way. However, we now hardly ever have to call them with queries because the system is so good and easy to use, we feel much more independent.”

“Parents also love the new system because they receive the correct invoices by email, which is much more convenient for them.

Connect has freed up 10 to 14 hours a week purely on invoicing queries for our business as well as time and money on posting invoices to parents and the delay in payment you experience through posting the invoices.”



The Result:

Sarah Joubert said:

“Connect has revolutionised our invoicing system so that parents understand what they're being charged and queries about billing are now almost non-existent.

We would have no hesitation in recommending Connect and all the team to anyone. They are professional and are able to understand the requirements of a busy school environment and are able to find solutions to problems that we have felt were impossible to solve in the past.”

